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Boil Advisory Issued for Ohio American Water Customers in Ashtabula County

Approximately 22,000 customers affected in the area of Ashtabula County, Ohio

ASHTABULA, OHIO (December 11, 2011) – Ohio American Water's (OAW) Ashtabula District has issued a precautionary boil water advisory for OAW customers in the City of Ashtabula and North Kingsville and Ashtabula, Kingsville and Plymouth Townships. In addition, OAW provides to Aqua Ohio which serves customers in the Villages of Jefferson and Roaming Shores and the Ashtabula County Water System as well as Geneva, Geneva on the lake and the Village Rock Creek.

The precautionary boil advisory is being issued because of elevated turbidity levels (cloudiness) and bacteria that could be present. Crews will be working continuously to resolve the issue.

When turbidity levels reach certain levels, the Ohio EPA requires a water utility to issue a precautionary boil advisory. All water used for drinking, cooking and oral hygiene should be brought to a full boil for a minimum of one minute. It is not necessary to boil water for other uses. Boil advisories are issued as a precaution with a customer's best interests in mind. Boiling kills bacteria and other organisms that may be present in the water.

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

Once the samples are analyzed and deemed to be in compliance with state and federal water quality standards, the boil water advisory will be lifted and customers will be notified through local media.

Customers can call our Customer Service Center at 1-800-673-5999 for the latest updates.

Ohio American Water provides service to approximately 12,500 customers, or a population of more than 36,000 residents in the Ashtabula area.

About Ohio American Water

Ohio American Water provides high-quality and reliable water and/or wastewater services to more than 209,000 people. In addition to its subsidiaries' regulated operations, American Water provides wastewater contract operations to the city of Strongsville, serving an additional 45,000 people.

Ohio American Water is a wholly owned subsidiary of American Water (NYSE: AWK). Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs nearly 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in 32 states and Ontario, Canada. More information can be found by visiting www.amwater.com.